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PUC of Texas,

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I moved to Chireno Texas in Nacogdoches County in 2004 because I loved the area's wooded natural beauty and the warm friendliness of the people I had met in my visits here. These natural charms of the area have not faded in the least since my arrival and I love making East Texas my home.

However, I never expected that I would be moving into an area whose utility management was still in the dark ages. I live with constant and well-founded dread of losing electrical power and all of the inconveniences and monetary impacts that accompany that loss. This fear is increased greatly when rainstorms or high winds are in the weather forecast.

I have learned that the Electric Reliability Council of Texas (ERCOT) is a joke in name as well as in performance. From my historical perspective the inclusion of the word "Reliability" is amazingly inaccurate and laughable. This was made staggeringly evident not only this past February but during my entire residency here in Texas. The refusal by ERCOT or the state, to join the national grid deprives the residents of the state of Texas of dependable power under the worst of environmental conditions that the rest of our

country enjoys. This questionable policy seems to be favorable to corporate interests rather than the provision of the service that customers deserve.

I realize that my local electrical connection is far removed from direct connection to the statewide grid; however my local provider also provides a similar level of competence and reliability. I have lost power or had power surges every month for years. This level of availability is dreadful, especially for a technically advanced state such as Texas.

The costs of these power outages can be quite daunting to those of us who are retired and living on fixed incomes or Social Security. They include loss of refrigerated food, depletion of batteries in home fire alarms and security systems and the costs of hiring people to correct such problems.

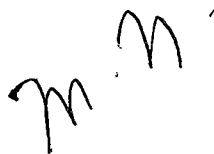
Hugely inconvenient and potentially dangerous problems include loss of telephone service, loss of internet access and in some cases loss of water service. This brings our attention to another insufficient service in the area-lack of cell phone service which is intermittent at best. This means communication access to emergency services such as fire department or ambulance is virtually eliminated during loss of power. For a state that is home to Motorola, Dell, and Texas Instruments,

to name a few technical giants, such a level of service should be highly embarrassing.

Therefore, I pose the questions of "Who is accountable?" and "What is our recourse to improving this situation?" I have complained and brought this situation to the attention of all levels of government that I can reach, but to no avail. What can my next step be other than to keep writing letters of this nature until the right people are embarrassed into or forced into corrective action.

Sincerely

Monica Newton
448 County Road 350
Chireno, Texas 75937

A handwritten signature in dark ink, appearing to be 'M. Newton' or similar, written in a cursive style.

cc: Sen. Ted Cruz, Rep. Louie Gohmert, Gov. Greg Abbott, Clifford Krauss NY Times, Washington Post WDC,
The Daily Sentinel Nacogdoches, PUC of Texas, Austin Chronicle, Houston Chronicle, Don Lemon CNN, Lawrence O'Donnell MSNBC